

# Saumya Satpathy

## OBJECTIVE:

A professional with years of experience bringing planning and problem-solving abilities. Organized and systematic with natural relationship-building and leadership talents. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## SKILLS:

- Teamwork
- Decision Making
- Customer Retention
- Interpersonal Skills
- Logical Thinking
- Performance Improvement
- Customer Service Management

## ADDRESS:

BANGALORE-560041

## PHONE:

7978384556

## EMAIL

s.satpathy11@gmail.com

## EXPERIENCE

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### FEB 2024- CURRENT

#### Community Lead

- Overseeing mid-level & associate community managers.
- Responsible for coordinating initiatives and strategies, setting and operationalizing community objectives.
- Collaborated with team members on projects related to community development and growth.
- Addressed and resolved client inquiries and issues promptly, maintaining high levels of customer satisfaction and fostering long-term relationships.
- Monitored and updated CRM (Alfred & Helios) records to maintain accurate client information and track sales progress.

### OCT 2023-DEC 2023

#### Internship | Kidvento Education and Research Pvt Ltd

- Communication, Research & Analysis
- Handling leads from Central Region
- Actively part of customer success by solving queries.

### FEB 2023-SEP 2023

#### Sales Manager | BuildNext IT Enabled Company

- Have developed and implemented effective sales strategies to achieve company objectives.
- Helped in identifying the new business opportunities, building and maintaining relationships with potential and existing clients.
- Market analysis to understand customers preferences and pitching the right product.
- Utilized CRM (HubSpot) to analyze customer data and sales patterns.

### MAY 2022-DEC 2022

#### Pre-Sales Consultant | Livspace Home Interiors

- Develop strong relationship with potential customers and organization.
- Working as part of a team to create strategies for the sales.
- Handling particularly Lucknow, Jaipur & Ahmedabad, cities to achieve targets.
- Collaborated with sales team to devise strategies for positioning products against competitors.

### JUN 2020-MAY 2022

#### Sales Manager | Walnut Publication

- Leading, trained and motivated the team to achieve the numbers.

## LINKEDIN

<http://www.linkedin.com/in/saumya-satpathy-73550090>

## HOBBIES:

- Music
- Yoga
- Designing
- Crafting
- Image Processing

- Identify and pursue new business opportunities and partnerships to expand the publication reach and revenue streams.
- Recruit new creative candidates for expanding knowledge, growth and need for training & delivering it.
- Maintaining & improving relationships with the client.
- Delivered sales presentations focused on offerings and unique advantages over competitors.

## JUN 2018-MAY 2020

### Soft Skill & Life Skill Trainer -cum- Executive Operations | Helen O' Grady International

- Responsible for helping and finding solutions
- Train students for personal, self-management, social skills
- Prepared learning materials & planning activities
- Handles a team to carry the process & maintain the channel.
- Communicated with managements & provided information.
- Reviewed files, records, and other documents to obtain information to respond to requests.

## FEB 2016-AUG 2016

### Project Assistant | KIIT University

- Developed processes and procedures to ensure efficient workflow of projects.

## EDUCATION

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### M-TECH (CSIS)- KIIT UNIVERSITY

Jan 2016

### B-TECH (CS)- HITECH INSTITUTE OF TECHNOLOGY

Jan 2012

## TRAINING-AWARDS

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- Attended a seminar "Re-imagine Education- A Global Approach in 21st Century", collaborated with World Trade Centre.
- Received a Certificate for Effective Communication from the Head Trainer of South Africa.
- Received a Certificate for the completion of internship on Marketing and Sales from IFORTIS WORLDWIDE.
- Completed a short-certified course of Management Skills-2023.

## DISCLAIMER

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I, hereby declare that the above details are true to the best of my knowledge and belief.